

## **EVAUASI SISTEM INFORMASI PADA LOKET PENDAFTARAN RAWAT JALAN DI (TPPRJ) RSUD TUGUREJO SEMARANG 2016**

**LUTFI BAKHRUL ALIM**

(Pembimbing : Arif Kurniadi, M.Kom)

*Rekam Medis&Info. Kesehatan - D3, FKes, Universitas Dian*

*Nuswantoro*

*www.dinus.ac.id*

*Email : 422201301418@mhs.dinus.ac.id*

### **ABSTRAK**

RSUD TUGUREJO Semarang pada bagian TPPRJ sudah menjalankan sistem komputerisasi untuk pendaftaran pasien, tetapi masih banyak kendala pada sistem tersebut dan proses input data pasien lama, sehingga pelayanan pasien menjadi lambat, Tujuan penelitian ini adalah melakukan evaluasi terhadap sistem informasi pada loket pendaftaran TPPRJ di RSUD TUGUREJO Semarang.

Jenis penelitian ini adalah deskriptif, pengambilan data dengan kuesioner, observasi dan wawancara. Evaluasi sistem yang dilakukan dengan metode PIECES (Tinjauan dari sisi Performance, Information, Economy, Control and Security, Efficiency, dan Service). Subjek penelitian adalah 8 petugas rawat jalan. Objek penelitian adalah sistem informasi di bagian TPPRJ RSUD Tugurejo Semarang.

User adalah petugas pendaftaran rawat jalan. Kebutuhan user adalah sistem informasi yang sesuai dan peningkatan pengetahuan tentang sistem informasi bagi pengguna. Berdasarkan hasil PIECES, diketahui bahwa aspek performance 55,8%, aspek information 58,6%, aspek control 42,5%, efficiency 64,1%, service 53,6%. Semua data yang diperoleh dari petugas TPPRJ rawat jalan digunakan sebagai dasar evaluasi sistem informasi TPPRJ. Informasi yang dihasilkan yaitu data pasien dan User terkait sistem informasi.

RSUD Tugurejo Semarang sebaiknya menambahkan SOP (Standar Operasional Prosedur) tentang pelayanan sistem informasi TPPRJ, spesifikasi komputer perlu diupgrade ke spesifikasi yang lebih tinggi.

Kata Kunci : Sistem Informasi, Evaluasi Pelayanan , rawat jalan, PIECES

## **REVIEW OF INFORMATION SYSTEM ON OUTPATIENT ADMISSIONS IN TUGUREJO REGIONAL PUBLIC HOSPITAL SEMARANG 2016**

**LUTFI BAKHRUL ALIM**

(Lecturer : Arif Kurniadi, M.Kom)

*Diploma of Medical Record - D3, Faculty of Health Science,*

*DINUS University*

*www.dinus.ac.id*

*Email : 422201301418@mhs.dinus.ac.id*

### **ABSTRACT**

Outpatient admissions in Tugurejo Regional Public Hospital Semarang already run a computerized system, but there were a lot of troubles on the system and input patient data take a long time process, so that the patient's service being slow. The purpose of this study was to evaluate the information systems at the outpatient admissions in Tugurejo Regional Public Hospital Semarang.

This research was descriptive, data collection with questionnaires, observations and interviews. Evaluation of the system was conducted using PIECES (Review of the Performance, Information, Economy, Control and Security, Efficiency, and Service). Subject research is 8 officers outpatient. The object of research was part of information systems in hospitals TPRJ Tugurejo Semarang.

User was outpatient registration officers. The user Needs was the proper information system and increasing knowledge of information systems for users. Based on PIECES results, it was known that the performance aspect of 55.8%, 58.6% information aspects, aspects of control 42.5%, efficiency 64.1%, services 53.6%. All obtained data from the outpatient admission officers used as the basis for evaluation of outpatient admission information systems. The information data was related to patients and users of information systems.

We recommend that, Tugurejo Regional Public Hospital Semarang should added Standard Operating Procedure of the outpatient admission information systems, computer specifications need to be upgraded to a higher specification.

**Keyword : Information Systems, Evaluation Services, outpatient, PIECES**